



Actuarial & Employer Services Branch

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November 17, 2008

AGENDA ITEM 7

**TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION
COMMITTEE**

I. SUBJECT: Employer Customer Inquiry Performance Measures

II. PROGRAM: Actuarial and Employer Services Branch

III. RECOMMENDATION: For Information Only

IV. ANALYSIS:

Attached are the FY 2008-2009 1st Quarter Employer Customer Inquiry Dashboards and Summary Report. The Summary Report is provided as Attachment A. The dashboard reports are provided as Attachment B.

V. STRATEGIC PLAN:

The performance measurements described in the attachments are directly aligned to the CalPERS strategic goals.

Members of the Benefits and Program Administration Committee
November 17, 2008

VI. RESULTS/COSTS:

There are no costs associated with this item.

Lori McGartland, Chief
Employer Services Division

Ronald L. Seeling, Chief Actuary
Actuarial and Employer Services

Attachments